



**FIRST THINGS FIRST**

**SOUTHEAST MARICOPA REGIONAL PARTNERSHIP COUNCIL**

**SFY2015 Q1 DATA, NARRATIVE and FINANCIAL REPORT SUMMARIES**

**American Academy of Pediatrics (AzAAP) – Care Coordination**

<b>TOTAL AWARD: \$239,999</b>	<b>YTD EXPENDED (01/05/2015)</b>	<b>\$120,824 (50%)</b>
<b><u>SERVICE UNITS</u></b>	<b><u>CONTRACTED SERVICE UNIT</u></b>	<b><u>FISCAL TOTAL</u></b>
<b>Total number of children served</b>	<b>1000</b>	<b>1014</b>

**Narrative Report Summary**

**Program Implementation:**

- 1050 children between the ages of 0 to 5 were receiving care coordination services within four pediatric practices in the Southeast Maricopa Region – 152 were newly enrolled this quarter.
- The new database is up and running to more adequately measure care coordination in primary clinics (e.g., specific agency referrals, clinical quality measures, etc.)
- Several new policies and procedures have been implemented to standardize care coordination in all sites and improve efficiencies. The new database has prompts to remind care coordinators to adhere to these procedures which improve the quality of service to families.
- The AzAAP Care Coordination Committee implemented a “mandatory referral process” where children with certain health and social conditions (e.g., children of teen parents, children enrolled in foster care, children with serious and complex medical conditions) will be automatically enrolled in the program.
- In August, AzAAP discontinued care coordination services at Pediatrics of Queen Creek. The loss of a care coordinator and the lower number of referrals to care coordination resulted in a discussion with the practice to rearrange job responsibilities of their practice staff to integrate care coordination services to patients on an as-needed basis. AzAAP will continue to work with the practice to support this delivery model. These changes decreased the number of sites in the region, however, it will not impact the number of children served.
- There was a 112% increase in the number (30 more than last quarter) of behavioral health referrals. This might be due to the new care coordination site, Southwest Pediatrics Gilbert, who has integrated delivery system with on-site behavioral health.
- Only 6 uninsured children were seen by care coordinators this quarter and they were referred to navigators to assist in health insurance enrollment.

**Collaboration and Communication:**

- An ongoing collaboration to bring special attention to the “Connecting Nutrition Efforts for Children” activity. This partnership is a collection of approximately 20 organizations, funders, community members and parents convening towards a statewide plan for collective action to improve the nutrition of children. Participation from a Southeast Maricopa and/ or East Maricopa community member would be particularly important since our care coordinators have recognized access to nutrition services is a major barrier in your region.

**Barriers:**

Care coordinators are reporting some issues with capacity in the community to serve families through other community-based organizations:

- The “My Child is Ready” program currently has a long waiting list which is very concerning to the care coordinators – especially for families in crisis situations who desperately need the service.
- Families continue to voice concerns about having to drive long distances to receive resources such as nutrition classes, activities for children and parenting classes.
- Care coordinators are able to attend IEP/ IFSP meetings with families. However, because there are so many children enrolled in the program, it is appropriate to leverage community partnerships to identify other advocates who can attend with families and report back to the medical home. This allows the care coordinators to focus on extremely complex families that the physicians are particularly concerned about. Care coordinators frequently refer families to Raising Special Kids – an invaluable resource. Unfortunately they are informing some care coordinators they can only attend IEP/ IFSP meetings for extremely high needs families so new partners to fill this gap are needed.

**Additional Information/ Success Story:**

- “I’ve been working with a 19 year old mother and her 1 month old daughter. Mom expressed concerns regarding housing; her personal diagnosis of bipolar disorder; and food insecurity. I assisted Mom with filling out application for section 8 housing and Mom is currently on a waitlist. I also referred her to the Regional Behavioral Health Authority for a Severely Mentally Ill intake assessment since she has a diagnosis of bipolar and is on AHCCCS. Mom is still waiting for the results of intake. I explained that should she qualify, she’ll be eligible for housing, case management, therapies, medication management, bus passes, and more resources. I brought a food box from United Food Bank to her home and talked to Mom about “My Child is Ready”. Mom agreed that she would like to have this service to teach her to be a better parent.”

**Arizona's Children Association –Parent Education Community Based Training**

<b>TOTAL AWARD: \$486,852</b>	<b>YTD EXPENDED (01/05/2015) \$126,072 (26%)</b>	
<b><u>SERVICE UNITS</u></b>	<b><u>CONTRACTED SERVICE</u></b>	<b><u>FISCAL TOTAL</u></b>
	<b><u>UNIT</u></b>	
<b>Number of adults attending parent education</b>	<b>1750</b>	

**Narrative Report Summary**

**Program Implementation:**

- A *Nurturing Parenting* series is scheduled to begin at East Valley Academy, a continuation high school located in Mesa. The principal has shown his support by agreeing to give half a credit to those pregnant and teen parents who participate. There are currently 15 teens scheduled to attend. This site was chosen to host a site tour during the 2<sup>nd</sup> quarter.
- Hired a new Community Outreach Specialist who will assist with marketing, social media, website development, community networking, and outreach activities.
- Hired a new bilingual parent educator to replace the loss of a parent educator who is returning to ASU to complete her Ph.D.
- Distributed flyers for fall classes at Pediatrician and OB practices, child care sites, resale children's clothes outlet, Family SPOT activities, churches, library events, and health fairs.
- New Workshop venues:
  - Mesa Public Schools Jordan Center
  - Canyon Pediatrics
  - Save the Family Foundation of America
  - McQueen Park Activity Center

**Collaboration and Communication:**

- NDI was asked to provide training for families involved in Save the Family (STF) – Sponsored by Mesa United Way. The participants were recently provided housing by this agency. The families had been homeless and in great emotional and financial distress. They are currently receiving job guidance and life counseling from Save the Family. STF has received 4 classes from NDI.
- New Directions was also asked to provide a staff in-service for the Dignity Health FTF Oral Health Team on July 24, 2014. The attendees were dental hygienists receiving professional development. Dr. Billie Enz reviewed the brain basics then went on to discuss work related challenges with young children, describing different strategies for relieving stress and soliciting cooperation from young children during screening (and their parents also). Dr. Enz received much appreciation for her training from Laurie Clark and Melva Molina Lucas. This Dignity Health Oral Health group would like to partner with us to provide more outreach to families.

**Barriers:**

- As work spreads about our Nurturing Parenting program, we have noticed an increase in the DCS involved participants being referred. Our concern has been about how to meet the needs of the DCS parents who need more intensive services in the same class as parents who are not involved in DCS. As we encounter more DCS involved parents we will work to modify and respond to each of their needs and provide them information about additional resources in the community.

**Additional Information/ Success Story:**

"I learned to be more patient with my children; How to ask them questions; How to treat them when they are frustrated; How to organize time for my family; How to build self-esteem; Share quality time with others; How to set rules at home; I need to set the example first; It helped to understand my children's needs; I need to count to 10 before making decisions." (Translated from Spanish)

**Arizona Partnership for Children – Home Visitation**

<b>TOTAL AWARD: \$1,037,888</b>	<b>YTD EXPENDED (01/05/2015) \$412,645 (40%)</b>	
<b><u>SERVICE UNITS</u></b>	<b><u>CONTRACTED SERVICE UNIT</u></b>	<b><u>FISCAL TOTAL</u></b>
Number of families served	425	
Number of developmental screenings conducted	-	267
Number of hearing screenings conducted	-	92
Number of vision screenings conducted	-	79

**Narrative Report Summary**

**Program Implementation:**

- A total of 68 enrolled families (with 85 children) attended Group Connections this quarter.
- Two playgroups are held each month, one for English-speaking families and one for Spanish-speaking families. A total of 21 enrolled families attended this quarter's playgroups.

**Collaboration and Communication:**

- The MCR Alliance continues as our marketing and intake collaboration. During the first quarter, we received 19 referrals in the Southeast region.
- AZPAC worked with the Southeast Library in Gilbert to hold playgroups during the first quarter, and The Spanish playgroups were held at the Mesa Main Library. We have also had a lot of success in reaching families outside of our program through our Story Time playgroups at the Southeast Regional library. An average of 40 families (not enrolled in Parents as Teachers) attended these playgroups.

**Barriers:**

- I have not been able to find affordable counseling for a child or a behavioral clinic who accepts the insurance my client has.

**Additional Information/Success Story:**

- One example of how the program has helped us is when Mrs. Robyn was doing Diego's annual developmental exam. In this case one of the items is where she checked to confirm if he could see certain shapes from a distance. Diego whom had just had his eyes checked at his pediatrician and passed all their checks, seemed now to be having trouble seeing the shapes with his left eye. With Mrs. Robyn's experience she could tell Diego wasn't just playing that he couldn't see, but was actually having trouble. She recommended that we see a children's eye doctor and get him doubled checked. So we did and found out Diego has astigmatism and requires glasses. We would have never known he had this issue since he showed no indications at this early age but thanks to the program and Mrs. Robyn's experience Diego can now see clearly and he continues to excel in his pre-kindergarten classes.
- The AzPaC Parents as Teachers program solicits feedback from all participants at 90 days of service, annually and at case closure. During this quarter we received 57 completed satisfaction surveys. This data reflects the percentage of families completing the satisfaction survey that responded "Agree" or "Strongly Agree" to the following questions:
  - 100%: The program provided the help and services my family and I needed.
  - 100%: I received high quality services from my home visitor.

**Association for Supportive Child Care – Family, Friend, and Neighbors**

<b>TOTAL AWARD: \$90,000</b>	<b>YTD EXPENDED (01/05/2015)     \$27,883 (31%)</b>	
<b><u>SERVICE UNITS</u></b>	<b><u>CONTRACTED SERVICE</u></b>	<b><u>FISCAL TOTAL</u></b>
	<b><u>UNIT</u></b>	
<b>Number of home based providers served</b>	<b>60</b>	<b>12</b>

**Narrative Report Summary**

**Program Implementation:**

- During this quarter, the Arizona Kith and Kin Project conducted 1 training-support groups in Mesa at Trinity Church with 24 participants.
- The Arizona Kith and Kin Project will also be delivering a training-support group this fall at Family SPOT Resource Center in Queen Creek. The group is scheduled to start in October.

**Collaboration and Communication:**

- The Arizona Kith and Kin Project continues to host car seat distribution events. These events are for program participants that have already completed the car seat safety class offered through the program. Participants, their children and the children in their care attend the event. One-on-one technical assistance is provided to ensure participants gain knowledge about the use of each car seat provided. We encourage FTF staff and/or regional council members to attend one of these events to see firsthand how children's safety is being impacted.

**Barriers:**

- The program has been actively searching for a different location in Queen Creek to deliver the training-support group for the Spring 2015 Session, due to space limitations in the child care room at the Family SPOT Resource Center. The program has already reached out to the Queen Creek Public Library and Family Resource Center Migrant Program as potential partnering sites.

**Additional Information/ Success Stories:**

- The Arizona Kith and Kin Project is in the planning stages of the 2015 Annual Health and Safety Conference and has confirmed the date for Saturday, May 30, 2015. This event will bring together family, friend and neighbor child care providers that graduate from the Arizona Kith and Kin Project's training-support group sessions. This event is one of the few opportunities family, friend and neighbor child care providers have to come together as one group and see that they are part of something much greater than just their day to day child care environments. Training topics in the past have included domestic violence, crib safety, bullying, and obesity. The event will conclude with a keynote address by Enrique Feldman, FAME foundation. The keynote topic will be titled *"What Would the World Look Like if..."* We would welcome attendance and distribution of FTF resources at the conference.
- Angel is a child that currently attends the on-site child care at Trinity Church in Mesa. On the first day of the group, Angel started crying when his mother dropped him off in child care. Angel would not move from the door when his mother left to go to the training. Despite the efforts made by the child care staff to comfort him, Angel did not want to participate in any activities. He would point to the door and say that he wanted to go with his mother. Angel spent most of his time observing the activities that were taking place in the child care room. The child care staff offered him a snack and he quietly sat and ate it. After he finished his snack, Angel began to feel more secure in the child care environment and he started playing with the toys and interacting with the other children and child care providers. As the weeks have continued, Angel has demonstrated an increased eagerness to participate in the scheduled activities led by the child care staff and no longer cries when his mother leaves the room. We look forward to continuing to see Angel grow as the session continues to move forward.

### Chicanos Por La Causa (Parenting Arizona) – Home Visiting

<b>TOTAL AWARD: \$473,613</b>	<b>YTD EXPENDED (01/05/2015): \$135,995(29%)</b>	
<b><u>SERVICE UNITS</u></b>	<b><u>CONTRACTED SERVICE UNIT</u></b>	<b><u>FISCAL TOTAL</u></b>
Number of families served	230	
Number of developmental screenings conducted	-	59
Number of hearing screenings conducted	-	26
Number of vision screenings conducted	-	15

### Narrative Report Summary

#### **Program Implementation:**

- CPLC Parenting Arizona had successful group connection events, offering outdoor splash pad play times, indoor coffee talks, and library story times. 305 families attended group connection activities. Group connections are a powerful way to build partnerships with families, while helping families develop friendships and share common experiences and challenges of parenting.
- Parenting Arizona held informational booth and distributed My Child's Ready flyers at the Labor of Love Community Baby Shower reaching over 200 families.
- Parenting Arizona attended the Back to School Bash at Adelante Healthcare of Mesa to celebrate the beginning of a new school with our families, while providing an opportunity for children to receive free backpacks and school supplies, as well as an opportunity for parents to learn about numerous community organizations and the resources they have available. More than 100 families attended the event

#### **Collaboration and Communication:**

- In August, CPLC Parenting Arizona partnered with the Director of Mesa's Community Outreach Center through M.C.C. to host a Women's Empowerment Group Connection. The Mesa Community Outreach Center provides many educational workshops and classes, including a GED class for English Second Language Learners. This collaboration allows CPLC Parenting Arizona to connect our families with valuable educational resources as well as provide the opportunity to share the FTF funded programs with families who already interchange through the center.
- The CPLC Parenting Arizona Director, Erika Mendoza had the opportunity to do a Spanish radio interview in July 2014. Erika had the opportunity to give back to school recommendations as many parents are getting ready for their children to go back to school. Erika provided information on child development and emphasized that 90% of a child's brain develops by age five.

#### **Barriers:**

- One barrier to successful implementation is the inability to ensure that new hires receive the 40 hour Parents as Teachers Curriculum training within 30 days of hire. The reason for this is due to the fact that PAT trainers must have a minimum amount of Parent Educators enrolled before they will travel out to Arizona to conduct training. We are coordinating with the other PAT affiliates to arrange a date for all new hires to receive the PAT Curriculum training that will take place at our Phoenix office.

#### **Additional Information:**

- To help our Parent Educators begin the new fiscal year successfully, Parenting Arizona conducted an intensive training on Standards, Procedures and Guidelines for our Home Visitation program. The purpose of the training was to provide support to the Parent Educators who hold many responsibilities in order to meet important home visitation program requirements. Our goal is to continue quality assurance and establish clear guidance and expectations in order to maintain true to the fidelity of our program.

### Child Crisis Center – Home Visitation

<b>TOTAL AWARD: \$1,417,150</b>	<b>YTD EXPENDED (01/05/2015) \$537,155 (38%)</b>	
<b><u>SERVICE UNITS</u></b>	<b><u>CONTRACTED SERVICE UNIT</u></b>	<b><u>FISCAL TOTAL</u></b>
<b>Number of families served</b>	<b>350</b>	
<b>Number of developmental screenings conducted</b>	-	<b>142</b>
<b>Number of hearing screenings conducted</b>	-	<b>159</b>
<b>Number of vision screenings conducted</b>	-	<b>146</b>

### Narrative Report Summary

#### **Program Implementation:**

##### Wait List:

- A total of 85 families have been added to the SE wait list during the quarter.
- 137 families are still waiting for services in SE (73 English speaking families/64 Spanish speaking families).
- Current Average Waiting Time is 7 months.
- 70 families on the SE wait list were assigned to an Agency during this quarter.
- We have 21 kids in the wait list that will age out of the program in the next 3 months.

##### Marketing:

- Increased recognition of MyChild'sReady program within the communities we service is evidenced within social media. This quarter, there were 11,957 community members reached using MCR social media.
- We have such success with our marketing and recruitment of families that we have an extensive wait list. The result at this time included continuing to attend events and generally providing MCR information, yet not signing families up for follow up.

##### Parents as Teachers:

- The PAT team conducted 915 home visits this quarter in the Southeast and East Maricopa Regions
- 16 new families were engaged into the program.
- 100 Hearing screenings were completed and 4 were referred out due to concerns. 95 Vision screenings were completed and 2 were referred out due to concerns. 116 ASQ Development screenings were completed and 2 were referred out due to concerns. 106 ASQ- SE screenings were completed and 1 was referred out due to concerns.

#### **Collaboration and Communication:**

The Regional Intake Coordinator keeps monthly contact with all wait list families in order to keep them up-to-date and to follow up with the resources sent to them. In September, the Intake Coordinator contacted Mrs. XX; she had been added to the Southeast Wait List since May 19<sup>th</sup> 2014. When MCR first spoke with Mrs. XX she mentioned she believed her child had a language delay and was concerned he may be at risk for Autism. The Intake Coordinator provided her with many resources believed to be of great benefit based on her concerns.

- SWHD Children's Developmental Center
- Mesa Public Schools District Special Education program
- The Young Mind Center - Doctor Amanda Wood
- FRC Class schedule

When the Intake Coordinator spoke to Mrs. XX again in September she said SWHD Children's Developmental Center was able to complete the ADOS assessment on the child and confirmed the child is on the Spectrum. Dr. Kessler was also able to recommend a treatment to follow and provided additional resources. Mrs. XX also mentioned she contacted the Mesa School District and her child is now receiving speech therapy about an hour a week and he is attending the Special Education Program as well. Mrs. XX expressed to the MCR intake coordinator she feels she is finally on the right path to get her child the help he needs and was grateful to MCR for providing her the guidance she was looking for.



**Barriers and Challenges:**

We have many high needs families (two or more high needs characteristics), These families have a lot of stressors and challenges as well as need to be seen twice a month/24 total for the year to meet the PAT essential requirement standard. These families are hard to have consistent visits with due to stressors in their lives; they are challenging to really work the PAT curriculum because they are looking for assistance with basic items (food, housing, bills, etc.). We have decided our program would attempt to meet with these families weekly for three months to try to make sure we visit them 24 times in the year. This is an increase in the staff's workload and even more so for those staff that have a great number of high needs families.

**Successes/Additional Information:**

The YY family enrolled in the PAT program in August 2011. They were first time parents and concerned with their son's overall development. Son was adopted and his biological mother reported she used drugs and alcohol throughout her pregnancy. When the family started the program, son was a little over 1 year old and was not able to sit on his own, crawl or put weight on his legs. The home visitor gave mom information on how to refer to AzEIP. Mom called and requested a developmental screenings. The home visitor was present when that screening was done and Son qualified for services and started to receive feeding therapy, physical therapy and occupational therapy weekly. The home visitor encouraged mom to bring son to our regular parent group connections and mom was able to socialize with other families. The home visitor also continued to provide support to the family by helping attend DDD meetings and the family service plan meetings. The home visitor also helped the family apply for long term care for son and attended that evaluation. Over time, mom was able to advocate and speak up for her son's needs without the home visitor present. Son is now walking and using 4 word sentences.

### Dignity Health Foundation – Oral Health

<b>TOTAL AWARD: \$288,101</b>	<b>YTD EXPENDED (01/05/2015) \$87,357 (29%)</b>	
<b><u>SERVICE UNITS</u></b>	<b><u>CONTRACTED SERVICE UNIT</u></b>	<b><u>FISCAL TOTAL</u></b>
<b>Number of children receiving oral health screening</b>	<b>1500</b>	<b>533</b>
<b>Number of children receiving fluoride varnish application</b>	<b>1500</b>	<b>461</b>
<b>Number of adults attending (parent education)</b>	<b>2000</b>	<b>182</b>

### Narrative Report Summary

#### **Program Implementation:**

- Staff continues to provide education, screening and fluoride varnish at monthly immunization clinics at Chaparral Elementary school, twice a month at WIC clinics (Mesa, Greenfield, Broadway), and childcare centers, preschools and Head Start locations.
- Lunch and Learns were presented to three General Dental practices and to staff at New Directions Institute.
- 114 follow-up calls were made in the fourth quarter to children who were identified as having cavities. 27 parents were spoken to and 22 stated they had taken their child to the dentist based on our recommendation.

#### **Collaboration and Communication:**

- Our partnership with Keogh Health Connection continues to benefit families by connecting them with outreach and enrollment for health insurance. Immunization clinics and health fairs provide opportunities for Keogh staff to provide only outreach to families but not actual enrollment services. At WIC sites, Keogh is able to schedule appointments and process applications. In the first quarter of FY15, Keogh staff attended 15 WIC sites and 7 immunization clinics, assisted 275 people with applications and completed 72 AHCCCS and 55 SNAP applications.
- With the start of the school semester, we again have Mesa Community College Dental Hygiene students rotating through our community clinics. When possible, we schedule these students to attend a preschool or childcare center clinic where they get the most opportunity for learning,

#### **Barriers:**

- Our Oral Health nurse left her position in August, leaving us short-handed while we interviewed potential candidates. The number of clinics provided during this time actually increased; however, we were unable to provide our usual number of dentist and pediatrician presentations. We are happy to report that the RN position is now filled and we will begin scheduling additional presentations.

#### **Additional Information:**

- Members of the Early Childhood Oral Health team presented at the First Things First Early Childhood Summit. The presentation, “It Takes a Village to Prevent Tooth Decay” highlighted our systems-based approach to decreasing childhood caries. We demonstrated the techniques and rationale we used to enlist the “village” surrounding a child to multiply the impact of our message. Educating caregivers, teachers and school nurses empowers them to identify oral health concerns and facilitate the connection between a child and a dentist. Encouraging general dentist practices to expand their patient-base to include young children expands access to care. Providing pediatricians with the tools for oral screening and referrals ensures that parents and caregivers are hearing oral health messages at their well-child visits from a trusted medical provider. Our goal is to educate and engage the “village” that surrounds the child to widen the net of early childhood stakeholders who can initiate early oral health intervention.

**Lutheran Social Services of the Southwest – Family Resource Center**

<b>TOTAL AWARD: \$500,000</b>	<b>YTD EXPENDED (01/05/2015) \$176,914 (35%)</b>	
<b><u>SERVICE UNITS</u></b>	<b><u>CONTRACTED SERVICE</u></b>	<b><u>FISCAL TOTAL</u></b>
	<b><u>UNIT</u></b>	
<b>Number of families served</b>	<b>5000</b>	<b>5372</b>
<b>Number of families who received enrollment/re-enrollment assistance for AHCCCS/KidsCare</b>	<b>-</b>	<b>446</b>
<b>Number of adults attending parent education</b>	<b>-</b>	

**Narrative Report Summary**

**Program Implementation:**

- At the Mesa Family Resource Center, there are a few grandparents taking care of their grandchildren. These grandparents signed up for parenting classes at our location. By learning more about early childhood these grandparents are becoming more knowledgeable and developing tools to help raise their grandchildren.
- Our sub-contractor, Empowerment Systems, continues to provide SNAP assistance 4 days a week in community WIC clinics. This allows clients to schedule personal appointments at the WIC clinic to complete the application process. All of our Program Coordinators work closely with WIC clinics in order to reach out to their clients.

**Collaboration and Communication:**

- We are collaborating with New Directions Institute to host Nurturing Parenting Classes. This class is ten sessions where families gain knowledge about Early Childhood Education.
- We collaborate with The University of Arizona to offer Nutrition classes at our Mesa location. Instructional Specialist from the University of Arizona is willing to do a class on a Saturday to accommodate parents and at the same time to resolve conflict scheduling parenting classes during the week due to the fact that the church had different events going on every day.
- Family SPOT Resource Center in Queen Creek is partnering with Association for Supportive Child Care (Kith and Kin Project) to deliver 14 week sessions.

**Barriers:**

- The community of Gilbert continues to be a challenge in getting parents to participate in parenting workshops. To increase enrollment, we are collaborating with New Directions, CPS, Head Start, Boys and Girls Club, Southeast Regional Library, and John Taylor to share flyers with parents. Family SPOT staff will also continue to identify and outreach to community agencies, businesses and schools where families feel comfortable.

**Additional Information/Success Stories:**

- A new mom in Gilbert first met us at Child Fair held at the Southeast Regional Library and was so excited to find activities to do with her daughter. Since then she has come to both Messy Plays and attends Play SPOTs at all three locations.
- A single mother in Gilbert received our information through her daughter's preschool. She needed help enrolling in AHCCCS, SNAP and TANF. We helped her upload her documents in to the systems for enrollment. We also helped her phone DES several times. She is now referring others that need help with AHCCCS to us.

### **Southwest Human Development – Home Visitation**

<b>TOTAL AWARD: \$1,018,668</b>	<b>YTD EXPENDED (01/05/2015) \$407,329 (40%)</b>	
<b><u>SERVICE UNITS</u></b>	<b><u>CONTRACTED SERVICE</u></b>	<b><u>FISCAL TOTAL</u></b>
	<b><u>UNIT</u></b>	
<b>Number of families served</b>	<b>275</b>	
<b>Number of developmental screenings conducted</b>	<b>-</b>	<b>221</b>
<b>Number of hearing screenings conducted</b>	<b>-</b>	<b>0</b>
<b>Number of vision screenings conducted</b>	<b>-</b>	<b>0</b>

### **Narrative Report Summary**

#### **Program Implementation:**

- Healthy Families utilizes the Ages and Stages Questionnaire (ASQ) and the Ages and Stages Questionnaire – Social Emotional (ASQ-SE) with each child in the family who is under 5 years old. This past quarter Healthy Families has identified four (4) children as having a possible developmental delay and referred the children to the Arizona Early Intervention Program (AzEIP) or the appropriate school district.
- Healthy Families home visitors regularly have families with premature and/or medically fragile infants on their caseloads. While the parents are the best resource as to how to handle the specific needs of these infants, it is vital that staff have accurate and ongoing training around the most current information regarding these children. This past September, Healthy Families had the opportunity to receive training from a Southwest Human Development professional versed in the field of premature and medically fragile infants. With this up to date knowledge home visitors are now well prepared to support the families of premature infants.

#### **Collaboration and Communication:**

- Two representatives for Southwest Human Development Healthy Families regularly attend the My Child's Ready Alliance meetings. This allows the opportunity for collaborative input and feedback as to the successes and challenges within the Alliance. Brainstorming, problem talk, networking and sharing current events support the success of this model collaborative effort of which Healthy Families is a vital participant.

#### **Barriers:**

- The ongoing issue of access to more hospitals for recruitment continues. The My Child's Ready Alliance, FTF council and Southwest Human Development Healthy Families continue to focus on this issue. Our plan is to expand our client base in order to support the families who need the intensive services Healthy Families provides.

#### **Additional Information/ Success Story:**

- A mother with extensive childhood trauma history has multiple mental health diagnoses that impair her ability to develop an appropriate relationship with her child. She is off and on with her own behavioral health support services. The father of her child is currently incarcerated and she lacks appropriate support otherwise. Healthy Families has been involved with this family for almost two years now and she considers her home visitor her consistent support. Due to the lack of positive parent child interaction and mom's inability to respond appropriately to his emotional needs, the child is exhibiting developmental delays. Because of the relationship created with this family, the home visitor has been able to advocate for additional services with a focus on the parent child relationship and the child's delays. This family lacks reliable transportation, in home services through AzEIP are in place for the child's communication delays. Thanks to Healthy Families referral, mom and baby are participating with the infant toddler mental health program Good Fit. A counselor visits weekly to support the parent child relationship through age appropriate play and interaction. While mom does not always understand the need for these additional services, she has trust in the Healthy Families program and her home visitor that we will recommend what is best for

her and her child. The home visitor and manager collaborate regularly with AzEIP therapist and the Good Fit counselor.

- A pregnant woman enrolled in Healthy Families prior to the birth of her daughter. She had been informed earlier in her pregnancy that her daughter would have Down Syndrome. The home visitor noticed limited prenatal attachment to the child. The home visitor developed a solid relationship with this mother and was able to have some intimate discussions around her feelings for this unborn child. Eventually she opened up to her home visitor and shared that her family and friends were blaming her for this baby's condition. The home visitor used evidence based prenatal curriculum to provide activities to help with the parent child relationship/interactions. Simple activities like mom tapping her tummy and baby would respond by moving. Over a few weeks, mom was displaying enthusiasm for the arrival of her daughter. Baby girl is now here and what a joy she is to her family and siblings. Services are in place and baby is developing just as is expected for her. Mom is her strongest advocate. Mom stated that her Healthy Families home visitor made all the difference in the world for her. Healthy Families supported her and her child and for that she "forever grateful."

**Southwest Institute for Families and Children – Director Mentoring/Training**

<b>TOTAL AWARD: \$159,004</b>	<b>YTD EXPENDED (01/05/2015) \$32,296 (20%)</b>	
<b><u>SERVICE UNITS</u></b>	<b><u>CONTRACTED SERVICE</u></b>	<b><u>FISCAL TOTAL</u></b>
	<b><u>UNIT</u></b>	
<b>Number of directors mentored</b>	<b>18</b>	<b>36</b>

**Narrative Report Summary**

**Program Implementation:**

- There are seventeen enrolled programs and one in the process of enrolling.
  - 1 program is graduating from director mentoring as they have achieved their individual goals
  - 2 programs were recruited and enrolled during this quarter.
- One director will complete her Family Childcare Management Certificate by December 2014.

**Collaboration and Communication:**

- The Southeast Maricopa Grantee Meeting in August was very beneficial. Being able to meet with and hear about the funded programs in this area and network with them was positive. Subsequently, one of the topics at the September general meeting was an overview of programs that could support programs' families from oral health to food boxes to Family SPOT events. The opportunity to participate in brainstorming during the meeting section on Strategic Planning was validating.

**Barriers:**

- Few program directors took advantage of scholarship funds to receive college credit in the first year. Most indicated that lack of time was a key factor in not participating in this part of the program. To encourage directors in continuing education, the SWI Director Mentor program will continue to support directors in attending professional development trainings such as the Rio Salado Director's Institutes, ERS, and CLASS Reliability trainings as well as other trainings. We will work with Rio Salado staff and other MCCCDC colleges to evaluate director's current credits to encourage continued professional development.

**Additional Information / Success Stories:**

- All participating programs are interested in receiving training in the Environmental Rating Scales that are pertinent to their programs. They express a better understanding of what the Quality First rating scale is and its importance in being a star-rated program.
- One program made significant growth in their scores on the Program Administrative Scale going from a 4.04 to a 6.6 (on a scale of 1 to 7). The center director took the results from her program's first assessment and used it as a tool to make significant changes in staff orientation and development; compensation and benefits; child assessment; fiscal management (e.g., the program changed accounting firms to one who understood childcare management; developed a strategic plan; increased enrollment through specific marketing strategies from her mentor; and defined staff qualifications.

**United Bank – Food Security**

<b>TOTAL AWARD: \$70,000</b>	<b>YTD EXPENDED (01/05/2015) \$17,500 (25%)</b>	
<b><u>SERVICE UNITS</u></b>	<b><u>CONTRACTED SERVICE</u></b>	<b><u>FISCAL TOTAL</u></b>
	<b><u>UNIT</u></b>	
<b>Number of food boxes distributed</b>	<b>2000</b>	<b>333</b>

**Narrative Report Summary**

**Program Implementation:**

- With schools back in session we anticipate on-site use of certificates to increase.
- With the assistance of new staff and a few volunteers we have been able to set-up monthly information drops to local schools.

**Collaboration and Communication:**

- A quarterly meeting with MC Headstart-Mesa office has been set to circulate UFB FTF program certificates, resources flyers, including FTF Partner Agencies and their services. UFB will also participate in MC Headstart Resource Fair in spring, for case managers and field workers to ensure they have as much community referral information as possible. Bi-lingual flyers were also distributed to family liaison workers at the following Mesa Elementary schools: Whitman, Lincoln, Adams, Redbird, Lowell, Gurrero and Playa del sol.

**Barriers:**

- None at this time. We had challenges with families identifying the name of the grantee where they received the certificate; however, we have seen improvements with this.

**Additional Information:**

- We are working on a feedback survey for certificate households when presented to us on site. We'll be asking about 5 questions or so, to gain a sense of how often they come, how the food is received and any impact it has had on the household.